

MEETING MINUTES
SOUTH DAKOTA STATE BOARD OF MASSAGE THERAPY

Wednesday, November 16, 2022

9:00 a.m. CST

Via Zoom

<https://state-sd.zoom.us/j/98734303632?pwd=YjhZMmhRTDFUL0dDSUNuYXh2YVJrQT09>

or call 1 669 900 9128 / Meeting ID: 987 3430 3632 / Passcode: 871354

Vice President Trace called the meeting to order at 9:01 a.m. Miller introduced and welcomed Mariah Pokorny from the Department of Health.

Board Members Present: Al Trace, Lorin Pankratz, Kallyn Reinert, Fallon Helm

Other in Attendance: Melissa Miller, Executive Secretary, Mariah Pokorny, Department of Health, Steve Blair, Legal Counsel, Jessica Doorn, Ashley Hernandez, FSMTB, Olawa Rae Bruhjell, Jashua Arcanine, SD School of Massage Therapy. (2 more callers unidentified)

Approval of Agenda: Helm made a motion to approve the agenda. Reinert seconded to motion. **Motion Passed.**

Approval of the Draft Minutes (August 31, 2023): Helm made a motion to approve the minutes. Reinert seconded the motion. **Motion Passed.**

Open Forum: No comments made.

Executive Secretary Report: Applicant/Renewal updates with charts and reports attached to agenda, update on FMSTB Annual Meeting. Great networking opportunities and informative industry updates. Board appointment – waiting on board appointment, financial reports were discussed, update on two schools that a licensee had concerns with, and changes that need to be made in Rule regarding accepted form of payment.

Case 2022-003 (Executive Session SDCL 1-25-25-2(3)) Helm made a motion to go into executive session. Reinert seconded the motion. **Motion Passed.**

Reinert made a motion to dismiss complaint 2022-003 as written and amend with SDCL 36-1C-4. Helm seconded the motion. Trace abstained. **Motion Passed.**

Election of Officers: Reinert nominated Helm for Board President position. Trace seconded the motion. **Motion Passed.** Helm nominated Reinert for Vice President. Pankratz seconded the motion. **Motion Passed.** Helm nominated Trace for Secretary. Reinert seconded the motion. **Motion Passed.**

Fee Cap Increase Legislation Update: Waiting to hear back from Department of Health and LTF.

Other Business: 2023 Board meeting dates include: March 22nd May 24th July 26th November 15th Board tentatively agrees. CE Broker handout and meeting dates will be emailed to board members.

Adjournment: Reinert made motion to adjourn. Pankratz seconded motion. **Motion Passed.**

SD Board of Massage Therapy Report
07/01/2022 to 02/28/2023

Total Licenses and Permits Processed

| | |
|-----------------------|-----|
| New Licenses | 51 |
| Temporary Permits | 11 |
| Inactive Licenses | 37 |
| Reactivation Licenses | 6 |
| Renewal of License | 843 |

Total Number of Active Licensees – 898

Total Number of Inactive Licensees – 388

| | |
|---------------------|------------------------|
| Next Board Meetings | Wednesday, May 24 |
| | Wednesday, July 26 |
| | Wednesday, November 15 |

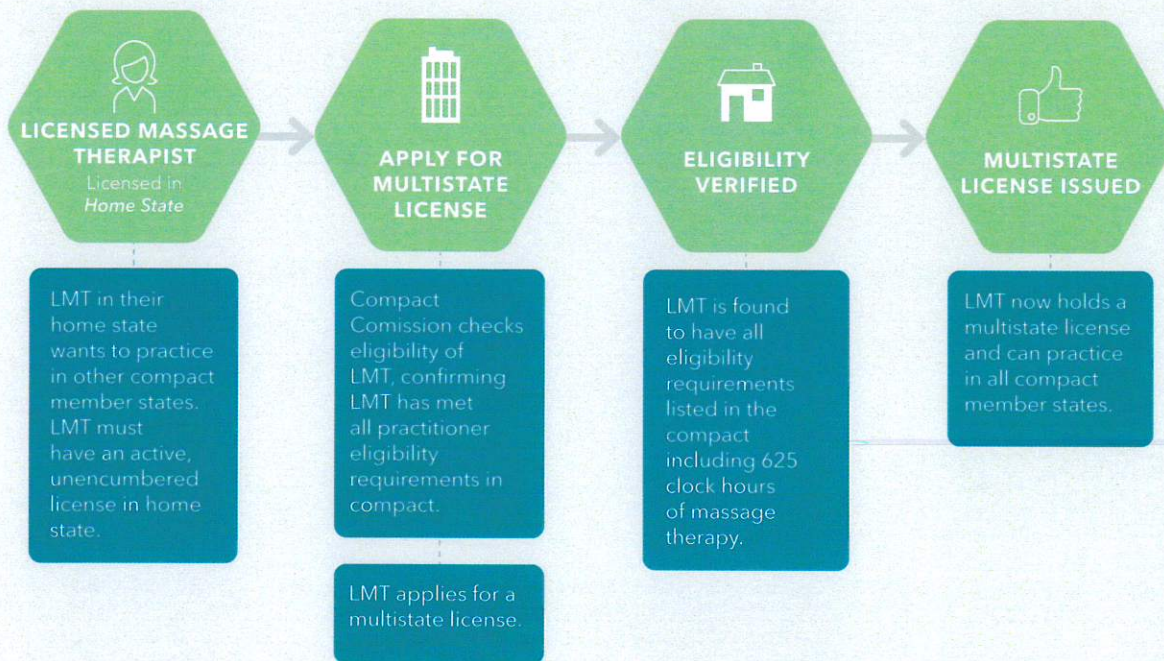
IMpact

Interstate Massage Compact

This project is funded by the Department of Defense

What is IMpact?

IMpact is an interstate occupational licensure compact. Interstate compacts are constitutionally authorized, legislatively enacted, legally binding agreements among states. IMpact will enable licensed massage therapists to practice in all states that join the compact, rather than get an individual license in every state in which they want to practice. Like the compact for a driver's license, each compact member state agrees to mutually recognize the practitioner licenses issued by every other member state.



What other professions have an interstate compact?

Interstate Medical Licensure Compact (IMLC)

Nurse Licensure Compact (NLC) and Advanced Practice Nurse Compact (APRN Compact)

Emergency Medical Service Officials Licensure Compact (EMS Compact)

Physical Therapists Licensure Compact (PT Compact)

Psychology Interjurisdictional Compact (PSYPACT)

Audiology and Speech-Language Pathology Interstate Compact (ASLP-IC)

Occupational Therapy Interstate Licensure Compact (OT Compact)

Counseling Interstate Licensure Compact



National Center for Interstate Compacts
THE COUNCIL OF STATE GOVERNMENTS



FSMTB®
FEDERATION OF STATE
MASSAGE THERAPY BOARDS

Who can use IMpact?

A massage therapist is eligible for a multistate license if they have:

- An active, unencumbered license in the compact member state in which they reside;
- Completed at least 625 clock hours of massage therapy education;
- Passed the national licensing examination; and
- No disqualifying criminal history.

A massage therapist who meets these requirements may be granted a multistate license which authorizes them to practice in all compact member states with no additional action needed. Massage therapists must observe the laws and rules of the state in which they practice.

BENEFITS OF IMpact FOR LICENSEES



Facilitates mobility for licensees



Expands employment opportunities into new markets



Improves continuity of care when massage therapists or clients relocate



Supports relocating military spouses and families



Reduces financial burden of applying for and maintaining multiple licenses

BENEFITS OF IMpact FOR REGULATORS



Reduces administrative burden



Facilitates mobility of practitioners during public health emergencies



Allows regulators to retain jurisdiction over licensees practicing in their state



Expands cooperation among state licensure boards on investigations and disputes



Enhances public safety through a shared interstate data system of licensure and disciplinary information

BENEFITS OF IMpact FOR STATES



Promotes workforce development and strengthens labor markets



Expands consumer access to highly qualified practitioners



Preserves state sovereignty



Improves access to massage therapy services

What's Next?

The Council of State Governments (CSG) has facilitated the development of the IMpact model legislation. This legislation has been finalized for introduction during 2023 legislative sessions.

Each state must enact the IMpact model legislation to join the compact. Supporters of the compact can contact the state chapter or national office of their professional membership association and state legislature to advocate for the interstate compact.

To get involved or learn about advocating for the interstate compact, please visit massagecompact.org.



MEETING INFORMATION

Message Board Executive (MBE) Summit

April 27-28, 2023

Halcyon, a hotel in Cherry Creek

Denver, Colorado

The **Message Board Executive (MBE) Summit** provides opportunities for executive directors/administrators and staff from each state member board or agency to gather and discuss key issues of mutual concern and share experiences that may benefit others.

Join us for discussions on topics including:

- Massage Education and Standards
- Regulatory Trends
- Interstate Massage Compact (IMpact)
- Examination Security
- Interagency Collaboration
- Human Trafficking
- Establishment Regulation

NEW THIS YEAR: Special sessions for investigators and inspectors.

Please Note: FSMTB covers travel, hotel accommodations, meals, and program registration expenses for the Message Board Executive Director/Administrator and one investigator/inspector** from each state.

Additional administrative staff members are welcome to attend, with travel and accommodation at the state or individual's expense. Program meals and registration fees are sponsored by FSMTB.

***Investigator/inspector travel and accommodations paid by FSMTB this year only.*

REGISTER TODAY

REGISTRATION DEADLINE: MARCH 10, 2023.

AGENDA

subject to change

Hotel Information

Halcyon, a hotel in Cherry Creek

245 Columbine Street

Denver, Colorado 80206

720.772.5000

Room Rate: \$230

Hotel Deadline: March 10, 2023

Visit the Reservation Website

PLEASE NOTE: THE HOTEL BLOCK IS CURRENTLY SOLD OUT. WE ARE WORKING ON ACQUIRING MORE ROOMS. IF YOU WOULD LIKE TO BE PUT ON A WAIT LIST, PLEASE E-MAIL [INFO@FSMTB.ORG](mailto:info@fsmtb.org).

Reservations

Attendees are responsible for making their room reservations by **visiting the reservation website**. FSMTB will pay room expenses for Wednesday, April 26 and Thursday, April 27 for the executive director/administrator and for one investigator/inspector. Additional staff are responsible for their reservation expenses. A credit card is required to hold a reservation. Room availability is limited. Book now to confirm your reservation.

Airport Transportation

FSMTB recommends the use of ride sharing companies such as Uber or Lyft, available at the Denver International Airport.

Special Needs

For accommodations based on disability or special dietary needs, please email info@fsmtb.org.

Dress Code

Business Casual

Reimbursement

Please review FSMTB's [Reimbursement Policy](#) to ensure you follow reimbursement procedures.

[Expense Report Form](#)

Questions

If you have any questions or need additional information, please email info@fsmtb.org.

Area Activities

[Cherry Creek](#)

[Denver](#)

BA1409R1

STATE OF SOUTH DAKOTA
CASH CENTER BALANCES
AS OF: 02/28/2023

PAGE

157

AGENCY: 09 HEALTH
BUDGET UNIT: 09211 BOARD OF MASSAGE THERAPY - INFO

| COMPANY | CENTER | ACCOUNT | BALANCE | DR/CR | CENTER DESCRIPTION |
|---------------------------------|--------------|---------|-----------|--------|--------------------------|
| 6503 | 092100061840 | 1140000 | 46,018.10 | DR | BOARD OF MASSAGE THERAPY |
| COMPANY/SOURCE TOTAL 6503 618 | | | 46,018.10 | DR * | |
| COMP/BUDG UNIT TOTAL 6503 09211 | | | 46,018.10 | DR ** | |
| BUDGET UNIT TOTAL 09211 | | | 46,018.10 | DR *** | |

BA0225R5 03/04/2023

STATE OF SOUTH DAKOTA
REVENUE SUMMARY BY BUDGET UNIT
FOR PERIOD ENDING: 02/28/2023

PAGE

63

| AGENCY | 09 | HEALTH | BUDGET UNIT | 09211 | BOARD OF MASSAGE THERAPY - INFO | | | |
|--------------------|---------------------------------|---------|---|---------------|---------------------------------|-------|--|--|
| CENTER | COMP | ACCOUNT | DESCRIPTION | CURRENT MONTH | YEAR-TO-DATE | | | |
| COMPANY NO | 6503 | | | | | | | |
| COMPANY NAME | PROFESSIONAL & LICENSING BOARDS | | | | | | | |
| 092110061840 | 6503 | 4293101 | RENEWAL FEES | 65.00 | 54,835.00 | | | |
| 092110061840 | 6503 | 4293102 | INACTIVE FEES | .00 | 925.00 | | | |
| 092110061840 | 6503 | 4293103 | TEMPORARY FEES | .00 | 550.00 | | | |
| 092110061840 | 6503 | 4293104 | REACTIVATION FEE | .00 | 390.00 | | | |
| 092110061840 | 6503 | 4293106 | APPLICATION FEES | .00 | 5,150.00 | | | |
| 092110061840 | 6503 | 4293990 | LICENSING FEES | 65.00 | 3,575.00 | | | |
| ACCT: 4293 | | | BUSINESS & OCCUP LICENSING (NON-GOVERNMENTAL) | 130.00 | 65,425.00 | * | | |
| ACCT: 42 | | | LICENSES, PERMITS & FEES | 130.00 | 65,425.00 | ** | | |
| 092110061840 | 6503 | 4920045 | NONOPERATING REVENUES | .00 | 316.78 | | | |
| ACCT: 4920 | | | NONOPERATING REVENUE | .00 | 316.78 | * | | |
| ACCT: 49 | | | OTHER REVENUE | .00 | 316.78 | ** | | |
| CNTR: 092110061840 | | | | 130.00 | 65,741.78 | *** | | |
| CNTR: 092110061 | | | | 130.00 | 65,741.78 | **** | | |
| CNTR: 0921100 | | | | 130.00 | 65,741.78 | ***** | | |
| COMP: 6503 | | | | 130.00 | 65,741.78 | ***** | | |
| B UNIT: 09211 | | | | 130.00 | 65,741.78 | ***** | | |

Remaining Authority by Object/Subobject

Expenditures current through 03/04/2023 05:20:33 PM

HEALTH -- Summary

FY 2023 Version -- AS -- Budgeted and Informational

FY Remaining: 32.6 %

| 09211 | Board of Massage Therapy - Info | | | | | | PCT |
|-----------------------------------|---------------------------------|---------------|--------------|-------------|----------------|-------------|-----|
| Subobject | Operating | Expenditures | Encumbrances | Commitments | Remaining | AVL | |
| EMPLOYEE SALARIES | | | | | | | |
| 5101010 F-t Emp Sal & Wages | 0 | 20,521 | 0 | 0 | -20,521 | 0.0 | |
| 5101030 Board & Comm Mbrs Fees | 1,629 | 900 | 0 | 0 | 729 | 44.8 | |
| Subtotal | 1,629 | 21,421 | 0 | 0 | -19,792 | 0.0 | |
| EMPLOYEE BENEFITS | | | | | | | |
| 5102010 Oasi-employer's Share | 191 | 1,541 | 0 | 0 | -1,350 | 0.0 | |
| 5102020 Retirement-er Share | 0 | 1,231 | 0 | 0 | -1,231 | 0.0 | |
| 5102060 Health Insurance-er Share | 0 | 4,021 | 0 | 0 | -4,021 | 0.0 | |
| 5102080 Worker's Compensation | 0 | 49 | 0 | 0 | -49 | 0.0 | |
| 5102090 Unemployment Compensation | 0 | 2 | 0 | 0 | -2 | 0.0 | |
| Subtotal | 191 | 6,844 | 0 | 0 | -6,653 | 0.0 | |
| 51 Personal Services | | | | | | | |
| Subtotal | 1,820 | 28,265 | 0 | 0 | -26,445 | 0.0 | |
| TRAVEL | | | | | | | |
| 5203010 Auto-state Owned-in State | 200 | 178 | 0 | 0 | 22 | 11.0 | |
| 5203030 Auto-priv (in-st.) H/rte | 1,000 | 0 | 0 | 0 | 1,000 | 100.0 | |
| 5203100 Lodging/in-state | 400 | 0 | 0 | 0 | 400 | 100.0 | |
| 5203140 Meals/taxable/in-state | 150 | 0 | 0 | 0 | 150 | 100.0 | |
| 5203260 Air-comm-out-of-state | 0 | 573 | 0 | 0 | -573 | 0.0 | |
| Subtotal | 1,750 | 751 | 0 | 0 | 999 | 57.1 | |
| CONTRACTUAL SERVICES | | | | | | | |
| 5204020 Dues & Membership Fees | 854 | 0 | 0 | 0 | 854 | 100.0 | |
| 5204050 Computer Consultant | 9,400 | 35 | 9,080 | 0 | 285 | 3.0 | |
| 5204080 Legal Consultant | 7,727 | 1,333 | 0 | 0 | 6,394 | 82.7 | |
| 5204090 Management Consultant | 50,200 | 0 | 0 | 0 | 50,200 | 100.0 | |
| 5204130 Other Consulting | 3,000 | 0 | 0 | 0 | 3,000 | 100.0 | |
| 5204160 Workshop Registration Fee | 0 | 350 | 0 | 0 | -350 | 0.0 | |
| 5204180 Computer Services-state | 2,000 | 564 | 0 | 0 | 1,436 | 71.8 | |
| 5204200 Central Services | 0 | 1,611 | 0 | 0 | -1,611 | 0.0 | |
| 5204204 Central Services | 0 | 315 | 0 | 0 | -315 | 0.0 | |
| 5204207 Central Services | 0 | 882 | 0 | 0 | -882 | 0.0 | |
| 5204220 Equipment Serv & Maint | 100 | 165 | 0 | 0 | -65 | 0.0 | |
| 5204230 Janitorial & Maint Serv | 0 | 143 | 0 | 0 | -143 | 0.0 | |
| 5204360 Advertising-newspaper | 1,040 | 0 | 0 | 0 | 1,040 | 100.0 | |
| 5204490 Rents-private Owned Prop. | 1,500 | 0 | 0 | 0 | 1,500 | 100.0 | |

Remaining Authority by Object/Subobject

Expenditures current through 03/04/2023 05:20:33 PM

HEALTH -- Summary

FY 2023 Version -- AS -- Budgeted and Informational

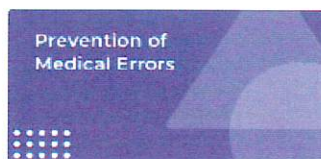
FY Remaining: 32.6 %

| 09211 Board of Massage Therapy - Info | | | | | | | PCT |
|---------------------------------------|---------------|---------------|--------------|-------------|---------------|--|-------------|
| Subobject | Operating | Expenditures | Encumbrances | Commitments | Remaining | | AVL |
| 5204525 | 0 | 887 | 0 | 0 | -887 | | 0.0 |
| 5204530 Telecommunications Svcs | 500 | 1,012 | 0 | 0 | -512 | | 0.0 |
| 5204540 Electricity | 150 | 0 | 0 | 0 | 150 | | 100.0 |
| 5204550 Garbage & Sewer | 50 | 103 | 0 | 0 | -53 | | 0.0 |
| 5204560 Water | 0 | 17 | 0 | 0 | -17 | | 0.0 |
| 5204590 Ins Premiums & Surety Bds | 525 | 0 | 0 | 0 | 525 | | 100.0 |
| 5204960 Other Contractual Service | 1,200 | 1,456 | 0 | 0 | -256 | | 0.0 |
| Subtotal | 78,246 | 8,873 | 9,080 | 0 | 60,293 | | 77.1 |
| SUPPLIES & MATERIALS | | | | | | | |
| 5205020 Office Supplies | 0 | 202 | 0 | 0 | -202 | | 0.0 |
| 5205310 Printing-state | 500 | 0 | 0 | 0 | 500 | | 100.0 |
| 5205350 Postage | 1,500 | 1,205 | 0 | 0 | 295 | | 19.7 |
| 5205540 Finished Signs & Decals | 0 | 46 | 0 | 0 | -46 | | 0.0 |
| Subtotal | 2,000 | 1,453 | 0 | 0 | 547 | | 27.4 |
| 52 Operating | | | | | | | |
| Subtotal | 81,996 | 11,077 | 9,080 | 0 | 61,839 | | 75.4 |
| Total | 83,816 | 39,342 | 9,080 | 0 | 35,394 | | 42.2 |



The Nation's Leading Continuing Education Platform

Compliance with Confidence



Prevention of Medical Errors

Subject areas

Medical Errors

General

2 Hours

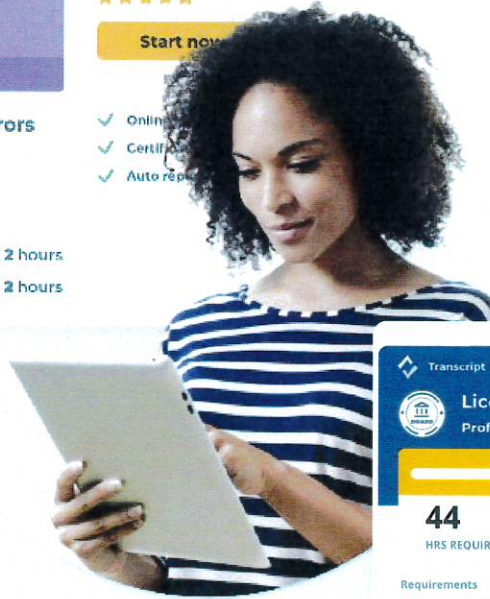


Start now

- ✓ Online
- ✓ Certified
- ✓ Auto report

2 hours

2 hours



Prevention of Medical...

Prevention of Medical...

Your CE has been instantly reported

License 44556666 + 2.00 hours applied

This course is designed to give medical professionals a clearer understanding of medical errors and the devastating effects that they can have on both patients and healthcare providers.

How to use root cause analysis to...

Transcript

License 44556666

Profession

75% Complete

44 HRS REQUIRED

10 HRS APPLIED

34 HRS NEEDED

Requirements

Laws and Rules of the Board

Complete

Medical Errors

Hours needed 2

General

Hours needed 14

Table of contents

| | | | |
|-----------|---|-----------|---|
| 3 | CE Broker | 12 | Renewal Email System |
| 4 | Key Personnel | 13 | Enterprise Grade Security CE Broker Service Uptime System Encryption and Security IT Architecture |
| 5 | CE Broker's Framework System Design User Types | 14 | Implementation Process |
| 5 | Scalability | 15 | CE Broker Employee, Client Base, and Office Locations |
| 6 | Reporting Options Educational Provider CE Reporting Licensee CE Reporting | | |
| 7 | The Board Suite | | |
| 7 | The Provider Suite | | |
| 8 | Auditing and Reports Audit Option 1 Audit Option 2 Reports | | |
| 9 | Licensee Account Types The Basic Account The Professional Account The Concierge Account | | |
| 11 | Full Service Support Center Support Channels | | |

CE Broker

In 2003, the state of Florida released an RFP for a system that could track CE Requirements for 28 healthcare boards, 74 different professions, and over half a million licensees. CE Broker was created as a response to this RFP and was awarded the contract.

CE Broker forged an innovative approach to the industry of Continuing Education Tracking, by first establishing relationships with large, nationally accredited providers of education. By aggregating massive amounts of completion data directly from the source, instead of relying solely on self-reported CE by license holders, this allowed CE Broker to obtain more reliable compliance information and effectively streamline audits for the department.

In 2013, the Florida Department of Health launched an initiative to enforce CE Compliance at the time of renewal, by leveraging our technology and infrastructure to integrate with their licensing database. This initiative removed the burden of conducting audits, by requiring that all licensees and education providers report continuing education into CE Broker before renewing a license. This has resulted in over \$500,000 in audit-related savings each year for the Department.*

Since its creation, CE Broker has taken on more than 130+ regulating bodies in 22 states, and now tracks for over 3 million licensees nationwide across a wide array of professions. Our staff has also grown to more than 118 employees across multiple states, and we proudly offer world class customer support via phone, live chat, and email.

In this document, CE Broker's technical structure and capabilities will be explained.

CE Broker
tracks for over
3 million
licensees
nationwide in a wide
array of professions



* Source: FL Dept. of Health MQA 2014 Report:

http://www.floridahealth.gov/licensing-and-regulation/reports-and-publications/_documents/quarterly-reports-2nd-1415.pdf

Key Personnel



CE Broker's Framework

CE Broker's tracking system is a fully-hosted Software as a Service (SaaS) platform. All implementation, customization, hosting, training, maintenance, and ongoing customer support are handled by CE Broker staff without a fee to the state.

System Design

CE Broker's design is user-driven in order to provide the best possible experience for licensees, providers, and boards.

User Types



Boards Licensing agencies can utilize CE Broker to complete paperless audits, review course or provider applications, monitor compliance reports, and enforce disciplinary educational requirements.



Licensees Licensees have access to free accounts where they may report continuing education credits, respond to audits, find approved educational offerings, manage exemptions, and satisfy any competency requirements for license renewal.



Education Providers Educational providers can utilize the provider suite to apply for any necessary board approvals, publish accredited offerings, and report attendance rosters or completion data on behalf of licensees.

Scalability

CE Broker's system was designed to remain flexible and grow with state licensing agencies who face ever-changing rules and licensee populations.

Through flexible customization, fully-hosted support, and prompt response time, CE Broker is able to adjust with any board's needs. Our current infrastructure is designed to accommodate swift implementations for multi-disciplinary licensing agencies, as well as stand-alone projects for independent licensing boards—all the while ensuring that our system remains stable, scalable, and secure.

Reporting Options



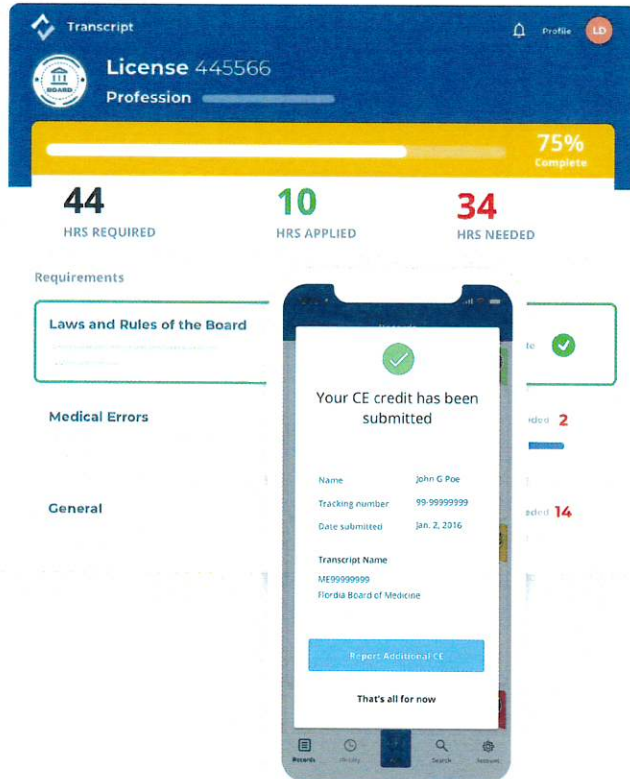
Educational Provider CE Reporting

To accommodate a large array of educational providers, our suite supports multiple reporting options. This includes one-by-one submissions, bulk record uploads, and complete integrations for automated reporting. Our support team works with educational providers to find a solution that makes sense for them.



Licensee CE Reporting

Licensees can easily report CE at any time from multiple devices. In many cases, educational providers will report CE on behalf of the licensee, but self-reporting is also available when necessary. During submission, the licensee must answer state-determined questions, and attach corresponding documentation to complete the submission.



CE Broker
offers licensees
free mobile apps
on iOS & Android



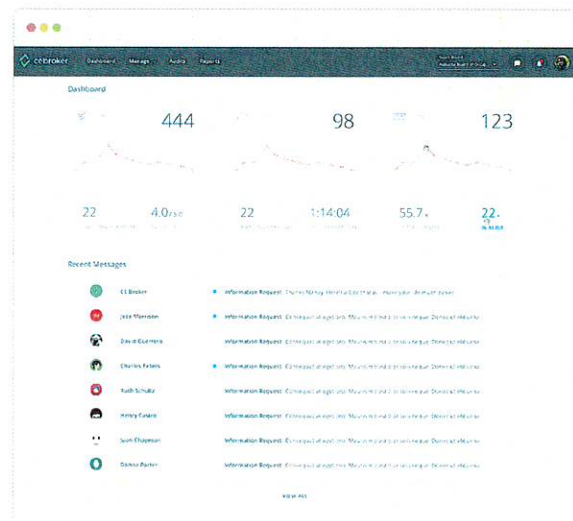
19K Ratings
4.8 star rating

The Board Suite

Licensing agencies have access to a secure suite of tools which allow for automated enforcement of competency requirements, and streamlined management of provider and course applications.

Tools available to board users:

- Paperless communication channels between agency staff, CE providers, and license holders
- Intuitive compliance reports on the overall licensee population
- Real time access to continuing education records and submissions
- Approval and review queues with automated reminders for course or provider applications
- Random audit functions with ability to leverage additional or disciplinary CE requirements on a case by case basis

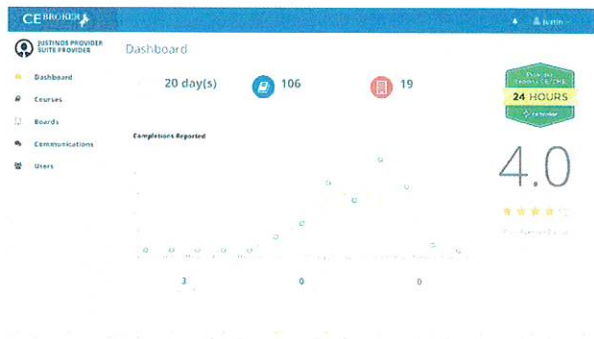


The Provider Suite

Educational providers have access to their own secure suite of resources designed to increase efficiency, streamline approvals, and aggregate compliance data for the state.

Tools available to educational providers:

- Paperless communication between providers and agency staff or education committees
- Electronic submissions for any necessary applications
- Multiple reporting options to verify credits obtained on behalf of license holders
- Seamless tracking of approvals, national accreditations, course offerings, pending applications, and ratings from license holders
- Built-in Learning Management System (LMS) which allows for hosting and delivery of education content within CE Broker.



Auditing and Reports

All data is electronically collected from educational providers and licensees, so audits are transformed from paperwork-ridden investigations into quick, accurate verifications.

Disciplinary actions can be one of the most cumbersome functions of any audit. CE Broker's tracking system allows agency staff members to easily monitor and enforce disciplinary actions that may follow an audit. Whether the state audits licensees at the time of renewal, or as a random post-renewal audit, CE Broker enables licensing boards to efficiently audit up to 100% of the licensed population.

AUDIT OPTION 1

Compliance at Renewal

By integrating your licensing database with CE Broker's tracking system, your licensing and enforcement solution can query our system in real-time to verify CE compliance before renewal is permitted. Through this simple API, licensing boards have the ability to monitor up to 100% of their licensee population.

AUDIT OPTION 2

Standard Post-Renewal Audit

Staff members responsible for completing audits have the ability to view all uploaded compliance documents and certifications before, after, and during the audit. Licensee records are immediately available upon query by name or license number. Staff members may also request additional records, send electronic notices and reminders, and complete the entire post-audit without tedious paper record requests or waiting on mailed documentation.

Reports

CE Broker will provide the board with weekly, quarterly, and annual reports including information such as:

- Relevant statistics on licensee engagement
- Number of active educational providers
- Percentage of providers reporting
- Average reporting time
- Specific course completion metrics by category
- Detailed compliance statistics on the entire licensee population



Licensee Account Types

The Basic Account

We provide every licensee with a Basic Account. This account is free of charge and can accomplish any necessary task required to fulfill CE requirements.

With a Basic Account, licensees are able to:

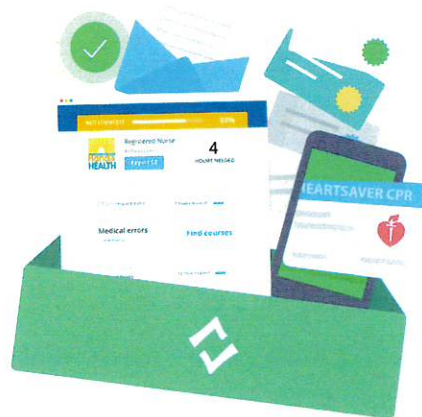
- View your current compliance status at a glance
- Report and upload any necessary documentation to respond to an audit
- Find and compare course offerings
- Utilize our free mobile applications
- Enjoy multi-disciplinary license tracking
- View a chronological course history which details all self-submissions, along with any credits reported by educational providers
- Receive helpful notifications and renewal reminders regarding upcoming requirements and deadlines

The Professional Account

Beyond our free account option, licensees may choose to purchase a Professional Account if they would like to further streamline the compliance reporting process.

The professional account is available for \$39.99/year, and offers the following functionality:

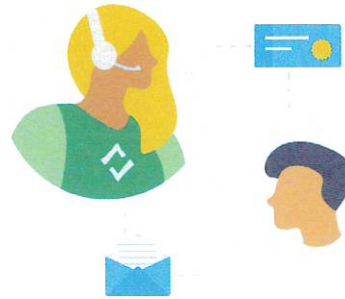
- View your current compliance status at a glance
- Report and upload any necessary documentation to respond to an audit
- Find and compare course offerings
- Utilize our free mobile applications
- Enjoy multi-disciplinary license tracking
- View a chronological course history which details all self-submissions, along with any credits reported by educational providers
- Receive helpful notifications and renewal reminders regarding upcoming requirements and deadlines
- Review a personally calculated CE Transcript, guiding the licensee through each individual requirement
- Track heart cards



The Concierge Account

With a Concierge Account, licensees are assigned a personal account manager who organizes, sorts, and reports all of their continuing education.

The Concierge account is available for \$124.99/year, and offers all of the features included in our professional account along with dedicated, and personalized support. This is primarily chosen for licensees desiring one-on-one help and guidance throughout the compliance process.



- One-on-one help
- Access to an immediate, high-priority private support line
- Personalized assistance tracking CE
- Dedicated account manager to review and assist with reporting continuing education
- Assistance with finding appropriate courses to satisfy specific renewal requirements, for any given license type
- Automated reminders on relevant deadlines or changes in requirements



Approximately
**87% of licensed professionals
currently take advantage of
the free Basic account**
with the remaining 13% choosing voluntary
subscriptions for added convenience.

Full Service Support Center

CE Broker houses a fully-trained Support Center which serves our clients in multiple ways:

- Licensees and Educational Providers can call, email, or live chat with our support representatives
- Board staff members can immediately contact a designated Partner Success Manager to handle requests promptly. Board requests are routed separately from our traditional support channels, to ensure an expedited response and resolution.
- CE Broker does not outsource client support to any third parties. All client support is managed in-house, and our staff are trained on the various rules & requirements for each board prior to going live. This ensures that we can provide quality support, and alleviate burden wherever possible.

Support Channels



Email CE Broker Support Center staff reply to emails quickly and efficiently throughout the day.



Live Chat Live Chat allows users to receive real-time help without having to pick up the phone.



Phone Licensees, board staff, and educational providers all have access to live support over the phone, Monday through Friday, during regular business hours.

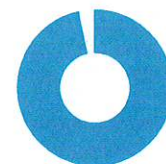
Additional Resources on our website:

- User Specific FAQ's & Tutorials
- Product demonstrations and walkthroughs for all system functionality
- Contact information for various requests & relevant details on the platform

Average CSAT score is
4.41/5



Chat satisfaction is
93%

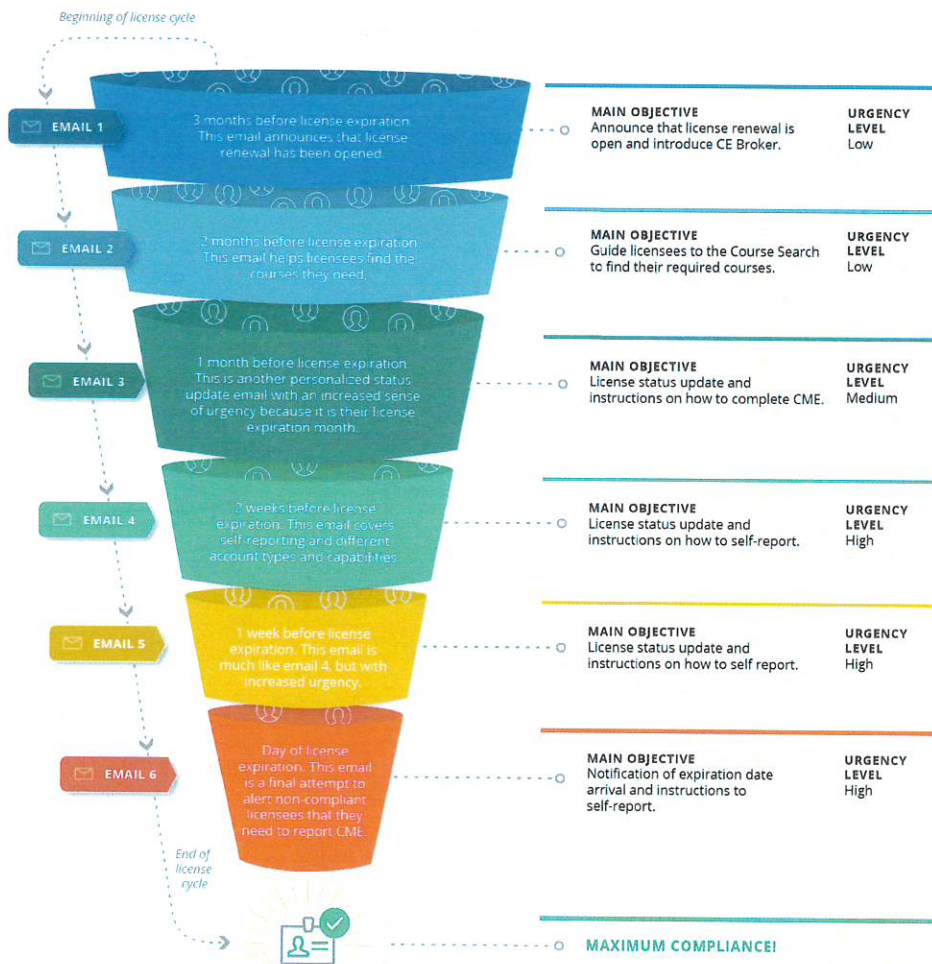


Renewal Email System

In addition to CE Broker's efforts to provide quality client support, we also provide a communications & marketing team to assist our clients with licensee announcements, increasing engagement, and awareness campaigns for new requirements or changes in rules and regulations.

During their renewal window, licensees receive helpful email alerts including the following:

- Personalized updates on current compliance status or requirements
- CE Reporting instructions and guidelines
- Ongoing reminders on relevant deadlines
- Links to Support Center channels and relevant knowledge articles
- Answers to frequently asked questions



Our automated renewal reminders have increased compliance rates by more than 30%, and serve to simplify the renewal process for both licensees and boards.

Enterprise Grade Security

All data collected or processed through our platform is housed securely within geo-redundant data servers located in Jacksonville, Florida and Louisville, Colorado.

CE Broker Services Uptime

No scheduled maintenance is allowed during regular business hours (M-F 8a-8p EST). Software updates are usually released on Sunday nights; no downtime is required. The system is monitored 24x7x365.

99.5% Uptime

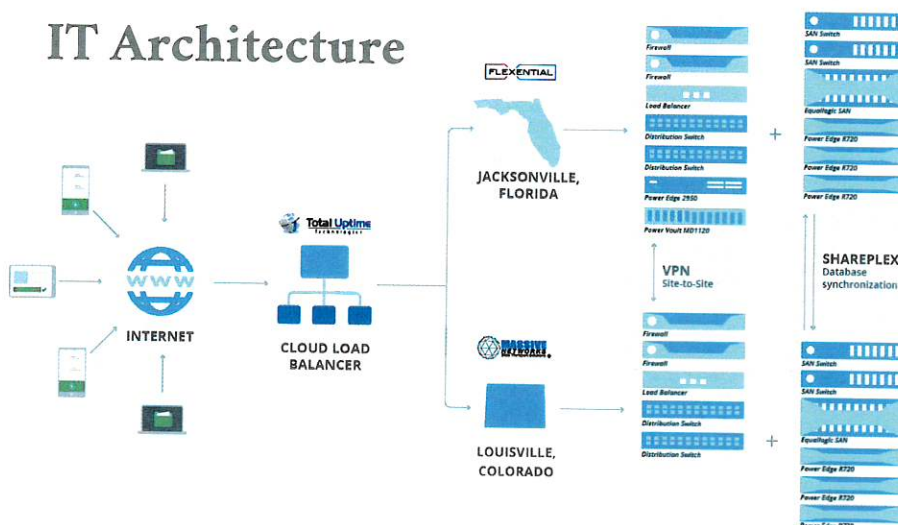
CE Broker System

- Public Website
- Private Website
- Authentication Services
- Web services

System Encryption & Security

- A majority of the information collected is considered public domain, and available on license verification webpages for consumers. This would include data such as: licensee name, license number, issue date, expiration date, etc. CE Broker does not collect or require sensitive information that does not pertain to CE Requirements.
- With hosted data, CE Broker agrees to prevent disclosure of any proprietary or confidential information to any third parties. Beyond this, all of our data is encrypted at rest and in transit in accordance with Federal Information Processing Standards (FIPS)
- **Flexential** Our Jacksonville servers boast a 100 Gbps Network backbone, scalable to 400 Gbps, with 80 on-net carriers and proactive DDoS protection. Flexential also holds a variety of certifications ranging from HIPAA and PCI Compliance to NIST Compliance, thus surpassing most network security requirements for our SLA contracts.
- **Massive Networks** Our Louisville servers offer similarly robust network security, allowing CE Broker to reach or surpass 99% uptime, while being certified for SSAE 18, HIPAA, HITRUST, and PCI Compliance. Their Louisville location boasts multiple redundancies including Dual UPS (A&B Feeds), Cummins Diesel Generators, and a redundant 20-ton Liebert HVAC to help eliminate downtime for any single point of failure.

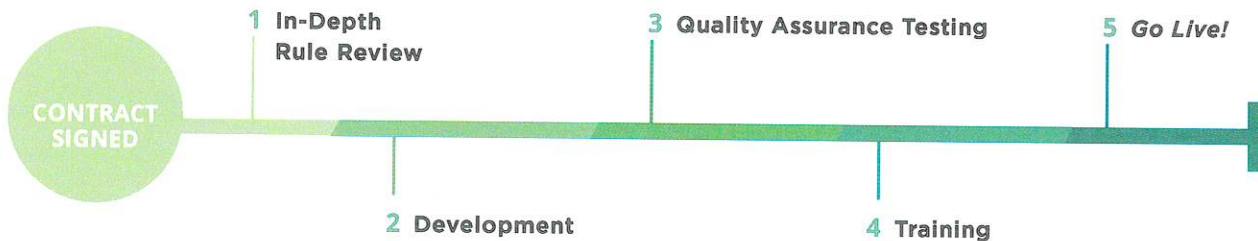
IT Architecture



Our servers are



Implementation Process



In-Depth Rule Review

First, our Partner Success team goes through your CE Laws & Rules to identify the scope, and level of customization required for the project. Then, an Implementation Specialist begins mapping out your licensure scenarios, for every possible nuance and combination of requirements. By the end of this process, we will have effectively created 100% accurate transcripts for every license type under your jurisdiction.

Development

We pass off the information gathered in our research and design phase over to the development team. Our developers immediately begin building out the system and handling any necessary customization requests.

Quality Assurance Testing

Our Quality Assurance team begins hands-on work to ensure the system is ready to go-live, stable, and that every licensure scenario is reflecting properly. We ensure that your staff receive a polished product, regardless of the complexity involved for any license type.

Training

Our Partner Success team will provide personalized training to ensure that your staff members become experts with the system, before launching. We use a combination of webinars, virtual recordings, and in-person meetings to bring your whole team up to speed.

Go Live!

Our Marketing & Communications teams will assist your staff with the initial announcements, and ongoing outreach to licensees, providers, and associations to ensure that every stakeholder is on-board.

CE Broker Employee, Client Base, and Office Locations

CE Broker's system was designed to be flexible and grow with state licensing agencies who face ever-changing rules and licensee populations.

CE Broker staff includes: 118 Total Employees

CE Broker client base includes:

- 130 State Licensing Boards across 22 US States, including: Florida, Georgia, Tennessee, South Carolina, Alabama, Arizona, Arkansas, North Carolina, Louisiana, Mississippi, West Virginia, Ohio, Michigan, Idaho, New Mexico, North Dakota, Kentucky, Alaska, Wyoming, Oklahoma, Texas and the District of Columbia. We also work with the national Medical Council of the Bahamas.
- Over 8,000 educational providers that register their accredited courses and report course completion data.
- Over 3,000,000 licensees using the system to monitor and track their CE compliance.

CE Broker office locations:

Jacksonville, FL

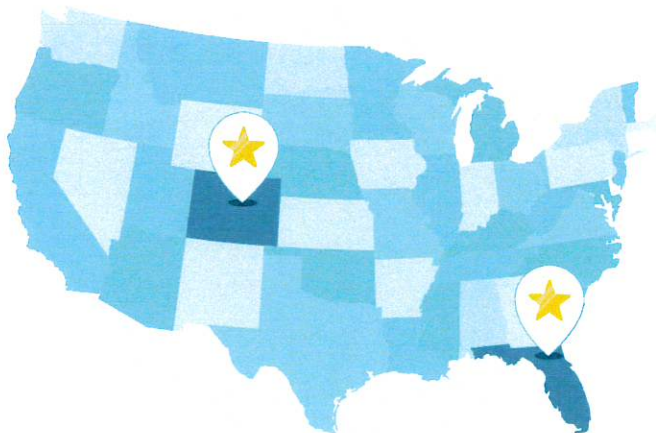
4601 Touchton Rd E, Suite 3250
Jacksonville, Florida 32246

This location houses CE Broker's core operations, including partner success, business development, support center, IT, accounting and administration.

Boulder, CO

2400 Spruce St. Suite 100A
Boulder, CO 80302

This location houses the CE Broker executive leadership, communications, and product design teams.



Compliance with Confidence

www.cebroker.com